

City of Calabasas
Implementation Plan
Calabasas Public Library Plan of Service

Service to be Offered	Service Role	Responsible Staff	Success Indicators	When	Collections	Special Services / Partnerships	Community Needs Met
<i>GOAL 1: Build a Public Library...</i>							
<i>1.1.A. Provide temporary quarters for the development of library services</i>	All.	City Council, Library Commission, Assistant City Manager	Building is open	Tues. – Sun. Closed Mon. 52 hrs. /wk.		Leased spaced from Kilroy Corp.	Temporary quarters until new library is built; first leased in March 2002 for 5-year period.
<i>1.1.B. Develop collection to approximately half capacity of new library (50,000 items)</i>	Popular Materials Center / Reference Service / Pre-Schoolers' Door to Learning	City Librarian, Children's Librarian	Annual collection growth of 6,000 items net	Ongoing	Currently 25,000 items	Most materials acquired pre-processed	Size, currency, and breadth of collection need improvement Needs Assessment
<i>1.1.C Initiate service programs</i>	All	Library Commission, Library staff	Growing use and programming	Service hours		LSSI, LLC city library management contractor	Independent library operation

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<i>1.1.D. Initiate joint programs with LVUSD</i>	Services to K-12 Students	Library Commission, Library Staff, Education Commission, LVUSD staff	Roaming Reader visits to classrooms, class visits, tutoring program, student registrations, research workshops	2002 to date		Las Virgenes Unified School District, City Education Commission, Teen Advisory Council	Student Needs including tutoring, homework support, research methods
<i>1.2.A. Define vision of library</i>		City Council, Library Commission, Friends of the Library, citizens at large, LVUSD staff, teachers, students, parents, PTSAs, school librarians	City Library established, Needs Assessment, Needs Assessment update with attention to K-12 student needs, Plan of Service, Building Program completed	1997 to date; annual review and revision as necessary		Library consultants including Arroyo Associates, Linda Demmers, thirtieth street architects, LVUSD	Citizen unhappiness with library service resulted in <i>Library Feasibility Study (1997)</i> and establishment of city library
<i>1.2.B Conduct Needs Assessment</i>		Arroyo Associates (1997), Linda Demmers (2000), City/LVUSD (2003)	Needs Assessment completed, accepted	1997, 2000, revised April 2002, updated 2003		LSSI, Linda Demmers - ExLibris Consulting, LVUSD staff	Validates and updates previous needs assessment documents

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<i>1.2.C. Develop Plan of Service</i>	All	Gordon M. Conable, LSSI	Plan of Service adopted	1998, 2002, revised February 2003		Linda Demmers - ExLibris Consulting	Defines plan of Service based upon Needs Assessment(s)
<i>1.2.D. Library Building Consultant</i>	All	Linda Demmers	Building Program adopted	2000, 2002, revised 2003		LSSI, LVUSD staff	Programs building to fit Plan of Service
<i>1.2.E. Formulate Civic Center Plan</i>	All	Library Commission, Library staff	Library included in Civic Center recommendations, establish design guidelines for project, architect selection	1999 -		Civic Center Advisory Committee (CCAC), thirtieth street architects, Linda Demmers	Sites library to fit Plan of Service and fulfill Needs Assessment
<i>1.2.F. Advise City Council</i>	All	CCAC, Library Commission, City Manager, City Planning Dept., Library staff	Library site designated on City Center property; library recommendations accepted by City Council	2001 – January 2003		CCAC, Planning Commission, Library Commission	Sites library to fit Plan of Service and fulfill Needs Assessment
<i>1.2.G. Adopt Joint Venture Agreement</i>	Services to K-12 Students	City Council, LVUSD Board of Education	Joint Venture Agreement Approved	March 2003		LVUSD	Defines responsibilities for services to K-12 students

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<i>1.3.A. Commit local funding for library building</i>	All	City Council	Council resolution	March 2003		LVUSD	Partially funds library building project
<i>1.3.B. Apply for Library Bond Act funding</i>	All	City Council, Library Commission, City Manager	Completed application filed before March 28, 2003	March 2003		Planning Department, consultants, Gonzales Goodale Architects, LSSI, library staff, LVUSD	Completes library building funding
<i>GOAL 2: Maximize Access to Facilities and Services...</i>							
<i>2.1.A. Siting new library in Civic Center</i>	All	City Council, City Planning Commission, Library Commission	Site for new building selected and committed	January 2002			Need for a public library <u>Library Feasibility Study</u> (1997), needs assessment process
<i>2.1.B. Locate Library for ease of access</i>	All	City Council, Library Commission	Placement of Library for accessibility and visibility	December 2002		LVUSD	Facilitates Citizen use of library

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<i>2.1.C. Locate Library for equitable student access</i>	Service to K-12 Students	Library Commission, LVUSD	Library equitably accessible to all LVUSD students	December 2002		LVUSD	Majority of population close to project site
<i>2.2.A. Proximity to public transportation a siting priority</i>	All	Library Commission, Traffic and Transportation Commission	Programs operational; Utilization statistics	December 2002		LVUSD	5% of non-users stated location inconvenient to access – community surveys
<i>2.2.B. Utilize City Shuttle for students, others</i>	All	Library Commission, Traffic and Transportation Commission	Programs operational; Utilization statistics	Within first 6 months of library operation		LVUSD, Traffic and Transportation Commission	5% of non-users stated location inconvenient to access; Many students do not drive
<i>2.3.A. Service schedule evaluated and revised as necessary</i>	All	Library Commission	Service schedule set	Annually		LVUSD	Citizen unhappiness with service & hours led to <u>Library Feasibility Study</u> (1997) and validated in surveys and focus groups

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<i>2.3.B. Service schedule expanded</i>	All	Library Commission	Schedule adjusted when new building opens	At opening and annually thereafter		LVUSD	Ongoing assessment through surveys, analysis of use patterns
<i>2.4.A. Catalog, databases, and patron accounts accessible via web</i>	Reference Service, Popular Materials Center	Library automation staff	Library web site provides remote access to OPAC, databases, patron accounts; use statistics	Ongoing	All	ILS, database vendors	77% positive response to remote access in community survey
<i>2.4.B. Live, web based reference</i>	Reference Service	Library automation staff, reference staff	Number of questions answered	Pilot project underway	Reference collection, databases	MCLS or other vendor	77% positive response to remote access in community survey
<i>2.4.C. Use of City cable channel</i>	Children's Programming, city cultural enrichment	Library staff, city cable TV staff	Number of programs cable cast; use of archived tapes	Ongoing	Local history collection	Communications and Technology Commission	2/3 of library users requested additional programming

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<i>GOAL 3: Collections...</i>							
<i>3.1.A. Adult collections</i>	Popular Materials Center	City librarian, professional staff	Collection meets 90% of demand; collection development policy targets reached and maintained	Ongoing	Adult fiction and non-fiction collection		Collection improvement topped needs identified by users and non-users
<i>3.1.B. Audiovisual collections</i>	Popular Materials Center	City librarian, professional staff	Collection development policy targets reached and maintained; use statistics and surveys	Ongoing	Adult, teen, and juvenile AV collections		Collection improvement topped needs identified by users and non-users
<i>3.1.C. Periodicals collections and databases</i>	Popular Materials Center, Reference Service	Professional and automation staff	Collection is maintained; databases are accessible via web site; use statistics and surveys	Ongoing	Newspaper and magazine collections, licensed databases		Collection improvement topped needs identified by users and non-users; remote access demanded

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<i>3.1.D. Teen collections</i>	Popular Materials Center	Youth services librarian	Collection development policy targets reached and maintained; use statistics and surveys	Ongoing	Young Adult collection (print and AV)		14-17 yr olds represent 7% of service population; targeted services requested
<i>3.1.E. Textbook collection</i>	Services to K-12 Students	LVUSD staff	Textbook collection established and maintained	Ongoing	Textbook Collection	LVUSD	Ensures students have materials
<i>3.1.F. Curriculum reserve collections</i>	Services to K-12 Students	LVUSD staff, library staff	Study unit collections established, maintained	Ongoing	Study unit materials collections	LVUSD	Ensures materials available
<i>3.1.G. College catalogs, career materials</i>	Services to K-12 Students	LVUSD, library staff	Career materials, college catalogs available; use measures	Ongoing	College catalogs, career materials collection	LVUSD	High post secondary population
<i>3.1.H. Large print collection</i>	Popular Materials Center	Professional staff	Collection development policy targets reached and maintained; use statistics and surveys	Ongoing	Large Print collection	Braille Institute	24% of the population is over 60

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<i>3.1.I. Picture book and easy reader collections</i>	Preschoolers' Door to Learning	Children's librarian	Collection development policy targets reached and maintained; use statistics and surveys	Ongoing	Picture book, easy reader, and J fiction collections	Local day care centers, elementary schools	Role setting process (1999); high % of young children and families in city
<i>3.1.J. Parenting collection</i>	Preschoolers' Door to Learning	Children's librarian	Collection development policy targets reached and maintained; use statistics and surveys	Ongoing	Parenting collection		Role setting process (1999); high % of young children and families in city
<i>3.1.K. Children's collections</i>	Popular Material Center	Professional staff	Collection supports 90% of student requests	Ongoing	Juvenile fiction and non-fiction collections, reference collection, non-fiction collection, databases	Local educators and schools	Focus groups identified education support as important goal; above average population of K-12 students
<i>3.1.L. Foreign language materials</i>	Popular Material Center	Professional staff	Collection includes Spanish, Asian language materials at target levels	Ongoing	Primarily adult collections		14% is foreign born, significant Spanish and Asian populations

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3.2.A. <i>Reference collection</i>	Reference Service	Professional staff	Local print collection supports 90% of general reference queries	Ongoing	Reference collections (print and electronic)		Role setting exercise (1999) established the importance of reference services; Mission Statement
3.2.B. <i>Electronic reference resources</i>	Reference Service	Reference staff	Licensed databases, electronic publications, and Internet resources supports 90% of general reference queries	Ongoing	Databases and electronic reference tools; Internet access	MCLS and web reference service provider	Role setting exercise (1999) established the importance of reference services; Mission Statement
3.3.A. <i>Local history collection</i>	Reference Service; Popular Materials Center; Mission Statement	Professional staff	Collection meets performance targets in Collection Development Policy	Ongoing	Local history collection	Calabasas Historical Society; City historian; CATV staff	Need identified by focus groups, surveys; Mission Statement

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<i>3.3.B. Special collection- Santa Monica Mountains</i>	Reference Service; Popular Materials Center; Mission Statement	Professional staff	Collection meets performance targets in Collection Development Policy	Ongoing	Local special collection		Civic Center Needs Assessment process
<i>3.3.C. Small business collection</i>	Reference Service; Mission Statement	Professional staff	Performance targets in Collection Development Policy	Ongoing			Civic Center Needs Assessment process
<i>3.3.D. Special collection – Film and television industry</i>	Reference Service; Popular Materials Center	Professional staff	Performance targets in Collection Development Policy	Ongoing	Local special collection		Need identified by continuing patron donation
<i>3.4.A. Collection Use Assessment Development Policy, profile</i>	All	City Librarian, Library Commission	Annual review completed	Annually	All	LVUSD	Collection improvement topped needs identified by users and non-users
<i>3.4.B. Collection Development Policy, profile</i>	All	City Librarian, Library Commission	Annual review completed	Annually	All	LVUSD	Collection improvement topped needs identified by users and non-users

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<i>3.5.A. Collection development input</i>	Popular Materials Center	Library staff	% of requested materials added to collection	Ongoing	All	Friends of the Library, community groups, library users, LVUSD	Collection improvement topped needs identified by users and non-users
<i>3.5.B. Collection donations</i>	Popular Materials Center	Library Commission, library staff	Quantity of donations received	Ongoing	All		Collection improvement topped needs identified by users and non-users
<i>3.5.C. Interlibrary loan</i>	Popular Materials Center; Reference Service	Library staff	Fill rate exceeds 90% of requests; 90% of requested material arrives before patron deadline	Ongoing		MCLS	Access to materials important to library user satisfaction (surveys, focus groups)
<i>3.6.D. Meeting demand</i>	Popular Materials Center	Library staff	Additional copies purchased for every five requests	Ongoing	All		Availability important to 70% of users surveyed
GOAL 4: Services support cultural role, service responses...							
<i>4.1.A. Collection related programming</i>	Popular Materials Center; Mission Statement	Library staff	Number of events held and attendance	Ongoing	All	Friends of the Library, book groups	Programming supported by more than 60% in surveys

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<i>4.1.B. Cultural and historical programming</i>	Popular Materials Center; Mission Statement	Library staff	Number of events held and attendance	Ongoing	Special collections	Friends of the Library, Library Teen Council, historical and arts groups	Programming and cultural events supported by more than 60% in surveys
<i>4.1.C. "One City, One Book" programming</i>	Popular Materials Center; Mission Statement	Library staff	Number of events held and attendance	Annual	Varies	State library, regional library organizations, local book clubs, neighboring public libraries	Programming and cultural events supported by more than 60% in surveys
<i>4.2.A. Collection promotion</i>	Popular Materials Center; Reference Service	Library staff; Webmaster	Promotional material is updated monthly; also in response to FAQ	Ongoing	All	City PR staff	Non-user responses to survey indicate lack of awareness of library offerings
<i>4.2.B. Promotion via technology[see also Technology Plan]</i>	Popular Materials Center	Library staff, automation staff, Webmaster	Web site visits; use patterns, user satisfaction surveys	Ongoing	All		Access rates high in survey, focus group identified needs

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<i>4.2.C. Displays</i>	Popular Materials Center	Library staff	Displays are updated regularly	Ongoing	All	Friends of the Library	Non-user responses to survey indicate lack of awareness of library offerings
<i>4.3.A. Circulation policies</i>	Popular Materials Center	Library Commission, City Librarian	Circulation statistics, user satisfaction surveys	Reviewed annually	All		Staff helpfulness, service quality rated highly important
<i>4.3.B. Evaluation and feedback mechanisms</i>	Mission Statement	Library Commission	Statistical analysis; user satisfaction surveys; praise, complaints and suggestions received	Ongoing			Service and collection quality very important to focus groups, survey respondents
<i>GOAL 5: Reference Service...</i>							
<i>5.1.A. Reference staffing</i>	Reference Service	City Librarian	Reference accuracy assessment; user satisfaction surveys	Ongoing performance review			50% of library users seek staff assistance; 94% rated staff performance excellent

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<i>5.1.B Staff development</i>	Reference Service	City Librarian	Reference accuracy assessment; user satisfaction surveys	Ongoing performance review			50% of library users seek staff assistance; quality control required to maintain user satisfaction levels
<i>5.2.A. Reference referral</i>	Reference Service	Library staff	Number of referrals made; user satisfaction surveys	Statistics collected monthly		MCLS	Reference Service one of the preferred roles from role setting exercise 1999
<i>5.2.B. Virtual reference service [see Technology Plan]</i>	Reference Service	Reference staff	Number of questions answered; user satisfaction measures	Pilot program underway		MCLS	Reference Service one of the preferred roles from role setting exercise 1999
<i>5.2.C. Reference service delivery channels</i>	Reference Service	Reference staff	Number of questions through each channel	Ongoing			Reference Service from role setting exercise 1999

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5.3.A. <i>Research instruction</i>	Reference Service	Reference staff	Number of training sessions held; participant evaluation	Periodically		Local schools	50% of library users seek staff assistance; above average % of K-12 students in service area
5.3.B. <i>Internet instruction [Technology Plan]</i>	Reference: Service	Library staff, automation staff	Number of sessions held; participant evaluation	Periodically			Frequently requested service
5.3.C. <i>OPAC, Website design</i>	Popular materials Center; Reference Service	Library automation staff, Webmaster	Hit rate; user satisfaction measures	Ongoing		City PR staff	Impacts ease of use of library resources and services
5.4.A. <i>User oriented service policies</i>	Reference Service	Library Commission, City Librarian	Quality control measure; user satisfaction measures	Reviewed annually			Impacts use of library services and resources
5.4.B <i>Evaluation and feedback mechanisms</i>	Mission Statement	Library Commission, City Librarian	Statistical analysis; user satisfaction surveys; praise, complaints and suggestions received	Ongoing			Service very important to focus groups, survey respondents

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GOAL 6: Services to K-12 Students...							
<i>6.1.A. School visits and outreach</i>	Services to K-3 Students	Children's librarian, LVUSD staff	Roaming Reader visits, library card registrations	Regularly scheduled	Juvenile collections	LVUSD	Fosters life-long love of reading in youth
<i>6.1.B. Reading development</i>	Services to K-3 Students	Children's librarian, volunteer tutors, LVUSD staff	# of tutoring sessions, collection use statistics	Ongoing	Easy readers, chapter books	LVUSD	Community committed to education, want children to have same value
<i>6.1.C. Collection</i>	Services to K-3 Students	Children's Librarian	Collection size and turnover	Ongoing	Picture book, easy reader, and juvenile AV collections	LVUSD	Role setting process (1999); high % of young children and families in city
<i>6.1.D. Children's Technology Center</i>	Services to K-3 Students	Automation staff, children's librarian	# of Computer use sessions	New Library opens	Age appropriate web links, Kids OPAC interface	LVUSD	Introduce children at young at, prepares them for later computer use
<i>6.1.E. School web links</i>	Services to K-3 Students	Automation staff, LVUSD staff	Links established and maintained, web site use statistics	Ongoing	Web links	LVUSD	Access to homework assignments

Service to be Offered	Service Role	Responsible Staff	Success Indicators	When	Collections	Special Services / Partnerships	Community Needs Met
<i>6.2.A. Study space</i>	Services to Grade 4-7 Students	Library Commission, LVUSD, architect	Building program meets Plan of Service	New library opens	Juvenile collections	Architects, LVUSD	Requested by 76% of library users in survey
<i>6.2.B. Textbook resources</i>	Services to Grade 4-7 Students	LVUSD, children's librarian	Textbook collection established, use statistics	Ongoing	Textbook collection, study unit materials	LVUSD, City Education Commission	Ensures access to materials
<i>6.2.C. Technology resources</i>	Services to Grade 4-7 Students	Automation staff	Database use statistics	Ongoing	Licensed databases	LVUSD	Introduces younger students to technology
<i>6.2.D. School web links</i>	Services to Grade 4-7 Students	Automation staff, LVUSD staff	Links established and maintained, web site use statistics	Ongoing	Web links	LVUSD	Provides access to homework, project information
<i>6.3.A. Study space</i>	Services to Students in Grades 8-12	Library Commission, LVUSD, architect	Building program meets Plan of Service	New Library opens		LVUSD	Requested by 76% of library users in survey
<i>6.3.B. Teen computers</i>	Services to Students in Grades 8-12	Automation staff	Workstation use; application workshops offered; Technology Plan implemented	New Library opens	Licensed databases	LVUSD	Identified by focus groups in Civic Center Needs Assessment process (1999)

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<i>6.3.C. Homework Center</i>	Services to Students in Grades 8-12	Library Commission, LVUSD, architects	Building program meets Plan of Service, Joint Venture Agreement	New Library opens	Textbook, career, study unit reserve collections	LVUSD	Shortage of after school space; Requested surveys
<i>6.3.D. Database access</i>	Services to Students in Grades 8-12	Library staff, Automation staff, LVUSD staff	Database use statistics	Ongoing	Licensed databases	LVUSD	Identified by focus groups in Civic Center Needs Assessment process (1999)
<i>6.3.E. School web links</i>	Services to Students in Grades 8-12	Automation staff, LVUSD staff	Web site use statistics	Ongoing	Web links	LVUSD	Helps research, and study skills
GOAL 7: Children's Services...							
<i>7.1.A. Programs for babies, toddlers, and parents</i>	Preschooler's Door to Learning; Children's Programming	Children's librarian	Programs held, attendance, user satisfaction measures	Regularly scheduled			Role Setting Exercise; large family, preschool population
<i>7.1.B. Preschool story hours</i>	Preschooler's Door to Learning; Children's Programming	Children's librarian	Programs held, attendance, user satisfaction measures	Regularly scheduled			Role Setting Exercise; large family, preschool population

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<i>7.1.C. Programs for children in preschool day care</i>	Preschooler's Door to Learning; Children's Programming	Children's librarian	Programs held, attendance, user satisfaction measures	Scheduled periodically		Local day care providers	Role Setting Exercise; many preschoolers in organized day care
<i>7.1.D. Picture book and easy reader collections [see 3.1.F.]</i>	Preschooler's Door to Learning	Children's librarian	Collection size and turnover	Ongoing	Picture book, easy reader, and juvenile AV collections		Role setting process (1999); high % of young children and families in city
<i>7.1.E. Parenting materials [see 3.1.G.]</i>	Preschooler's Door to Learning	Children's librarian	Collection size and turnover	Ongoing	Parenting collection		Role setting process (1999); high % of young children and families in city
<i>7.2.A. Study space</i>	Popular materials Center; Mission Statement	Design Committee	Building includes programmed study space	New building opens			Requested by 76% of library users in survey

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<i>7.2.B. Technology resources [see Technology Plan]</i>	Reference Service	Library staff, automation staff, Webmaster	Building includes programmed workstations and library provides Internet connections to licensed databases for onsite and remote access	New building opens and ongoing		Local schools for web links to curriculum info, assignments	Requested by of 77% of library users in survey; likely to generate use by 50% of non-users
<i>7.2.C. K-8 family programs</i>	Children's Programming	Children's librarian	Number of events, attendance, user satisfaction measures	Scheduled both in series and as one-shot special events	Juvenile collections	Friends of the Library, local community and cultural groups	Important to 63% of library users; increases likelihood of use by 35% of non-users surveyed
<i>7.2.D. Children's book clubs</i>	Children's Programming; Popular Materials Center	Children's Librarian	Book club meetings, participation	Regularly scheduled	Juvenile collections	Junior Friends of the Library, Teen Advisory Council	Increased children's programs requested by 63% of surveyed users
<i>7.2.E. Reading promotion activities</i>	Children's Programming; Popular Materials Center	Children's librarian	Reading incentive programs provided; # of users participating; # of books read	Seasonal series	Juvenile collections	Friends of the Library; Library Teen Council	Increased children's programs requested by 63% of surveyed users

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<i>7.3.A. Teen space in library</i>	Popular Materials Center; Mission Statement	Building Design Committee	Teen area included in new building	New Library opens	Teen / Young Adult collections		Identified by focus groups in Civic Center Needs Assessment process (1999)
<i>7.3.B. Teen Advisory Council</i>	Popular Materials Center; Children's Programming	Children's librarian, teen volunteers	Participation in Teen Council; program events	Ongoing	Teen / Young Adult collections	Teen volunteers, LVUSD	Identified by focus groups in Civic Center Needs Assessment process (1999)
<i>7.3.C. Study spaces</i>	Popular Materials Center; Service to K-12 Students	Building Design Committee	Study spaces included in new building	New Library opens			Identified by focus groups in Civic Center Needs Assessment process (1999)
<i>7.3.D. Computers for teen use</i>	Popular Materials Center; Mission Statement	Building Design Committee	Technology Plan implemented	New Library opens		Local schools for web links to curriculum info, assignments	Identified by focus groups in Civic Center Needs Assessment process (1999)

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<i>7.3.E. Book clubs</i>	Children's Programming; Popular Materials Center	Children's Librarian	Book club meetings, participation	Regularly scheduled	Teen / Young Adult collections	Junior Friends of the Library, Teen Advisory Council	Increased children's programs requested by 63% of surveyed users
<i>7.4 Staffing for children and youth services</i>	Mission Statement	City Librarian	Ongoing performance evaluation; use satisfaction measures	Ongoing			Critical to service delivery
<i>GOAL 8: Adult services...</i>							
<i>8.1.A. Collections</i>	Popular Materials Center; Reference Service; Mission Statement	Library staff	See Goal 3.	Ongoing	Adult collections		Greatest need identified throughout the needs assessment process
<i>8.1.B Access beyond local holdings</i>	Mission Statement; Popular Materials Center; Reference Service	Library staff	See Goal 5.	Ongoing		MCLS, OCLC	Extends imperatives in Mission Statement beyond local collections and resources

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8.2.A. <i>Collection related adult programming</i>	Mission Statement	Library staff	Number of events held; attendance; participant evaluation	Regular series; special events	Adult collections	Friends of the Library; Book discussion groups; Arts organizations	Civic Center Needs Assessment focus groups, CCAC emphasis on cultural functions
8.2.B. <i>Collection development</i>	Mission Statement; Popular Materials Center	Library staff	Collection Profile targets met; see Goal 3.	Ongoing; Reviewed annually	Adult collections		Focus groups, CCAC emphasis on cultural functions
8.2.C. <i>Cooperation</i>	Mission Statement	City Librarian; library staff	Number of cooperative programs presented; Library participation in local events	Ongoing		Friends of the Library; Calabasas Players; Calabasas Historical Society; Chamber of Commerce; other local orgs.	Programming, cultural function emphasized by CCAC, focus groups, survey responses
8.2.D. <i>Exhibit space</i>	Mission Statement	Building Design Committee	Exhibit space is provided in Library and Civic Center	New Library opens; civic Center completed		Calabasas Arts Council	Civic Center Needs Assessment and Design Guidelines

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<i>8.3.A. Multi-purposes space utilization</i>	Mission Statement; Programming	Library Commission, library staff	See programming objectives	Ongoing		Community groups	Civic Center Needs Assessment and Design Guidelines
<i>8.3.B. Cooperation with City Commissions, Departments</i>	Mission Statement; Children's Programming	Library Commission; other City Commissions; city staff	Success measured by joint projects completed; open communications channels; internal City performance measures	Ongoing		City Council; City Commissions; city departments	Necessary to be service objectives
<i>8.4.A. Informed electorate</i>	Mission Statement	Library staff; Webmaster	Library fills 95% of requests for information about government; maintains links to government web sites; ILL access to state and federal documents	Ongoing	Local history collection; local document and city archive access	City CATV staff	Identified as important by focus groups, Library Commission
<i>8.4.B. Voting location</i>	Mission Statement	City Clerk	Library is used as a polling place, early voting location	All elections		City Clerk; County Elections staff	Centrally located polling place

Service to be Offered	Service Role	Responsible Staff	Success Indicators	When	Collections	Special Services / Partnerships	Community Needs Met
<i>8.4.C. City cable channel</i>	Mission Statement	City staff	City cable channel is available in library	Ongoing	Local history collection / municipal videotape archive	City CATV	Access to city government public record
<i>8.4.D. Local history collection</i>	Mission Statement	Library staff	See 3.3.A	Ongoing	Local history collection	City historian, Historical Society, city staff	Need identified by focus groups, Civic Center Needs Assessment and Design Guidelines
<p><i>Goal 9: Technology [See Technology Plan]</i></p> <p>Technology is not an end in itself, but it is an essential component of delivering excellent library service. The Library's <u>Technology Plan</u>, revised in 2002-03 [attached], identifies the approach and requirements for utilizing technology to enhance and deliver all aspects of library services.</p>							

Service to be Offered	Service Role	Responsible Staff	Success Indicators	When	Collections	Special Services / Partnerships	Community Needs Met
<i>Goal 10: Staffing</i>							
<i>10.1.A. Staffing levels</i>	All	Library Commission, City Librarian	Library is staffed at levels necessary to meet service objectives	Ongoing		LSSI	Library Plan of Service is executed
<i>10.1.B. Staff performance</i>	All	City Librarian	Service and quality objectives are maintained; staff performance reviews	Ongoing		LSSI	Library Plan of Service is executed and service quality is maintained
<i>10.1.C. Staff Development</i>	All	City Librarian	Staff development plan targets met	Ongoing; Plan reviewed annually		Professional organizations; MCLS and State Library workshops; LSSI	Library Plan of Service is executed and services are improved